

Name:	Phone:
Title:	Email:
Organization:	

Scope Questions	Answer	Product:	Product:	Product:
A. How long has this product been live? (enter 0 if less than a year)	# years			
B. If purchased through a distributor, list distributor name or OEM	Name/OEM			
C. Without breaking confidence, what were the overall costs?	\$			
Performance Questions				
Ratings Scale: 1 (Low) through 9 (High) 9 = Extremely Satisfied: Flawless, could not be better. 4 = Somewhat Dissatisfied: Some good things happen. 8 = Very Satisfied: Little if any negative, almost perfect. 3 = Dissatisfied: Significant numbers of unresolved issues. 7 = Satisfied: Insignificant number of unresolved issues. 2 = Very Dissatisfied: Little if any positive. 6 = Somewhat Satisfied: Some bad things happen. 1 = Extremely Dissatisfied: Nothing ever goes right. 5 = Acceptable/OK: Most issues resolved over time.				
Sales & Contracting				
1. Contract process, terms and administration	1-9			
2. Product functions as sold in the demonstration and contract	1-9			
3. Received your money's worth	1-9			
4. Avoids charging for every little thing; doesn't nickel-and-dime	Yes/No			
Implementation & Training				
5. Quality and effectiveness of implementation services	1-9			
6. Implementation met the contracted time frame	1-9			
7. Quality and effectiveness of training	1-9			
Functionality & Upgrades				
8. Overall product quality, including upgrades	1-9			
9. Delivers new technology that meets your needs	1-9			
10. Product reliability/uptime	1-9			
11. System response time	1-9			
12. Ability to scale	1-9			
13. Current product functionality meets all your needs today	Yes/No			
Service & Support				
14. Quality and effectiveness of post implementation phone/web support	1-9			
15. Quality and effectiveness of field support	1-9			
16. Vendor executive involvement	1-9			
17. Account management at your organization	1-9			
18. Lives up to expectations	1-9			
19. Keeps promises	Yes/No			
General				
20. Product is part of your long-term plans	Yes/No			
21. Likely to recommend to a peer or friend	1-9			
22. Overall satisfaction	1-9			
23. Forecasted overall satisfaction in 12 months	1-9			
24. Would you buy this again?	Yes/No			
25. Rank this solution compared to others you are familiar with (1=the best, 2=one of the best, 3=NOT one of the best)	1, 2 or 3			